

SECURITY RISKS WITH ALTERNATIVE ICS PROVIDERS – THE REALITY WITH RATE ARBITRAGE TODAY

On Monday, July 8, accounts were established with five different alternative ICS providers and one month of service was purchased from each provider.

- Cons Call Home (www.conscallhome.com)
- Prison Calls Online (www.prisoncallsonline.com)
- Jail Call Services (www.jailcallservices.com)
- Prison Call Solutions (www.prisoncallsolutions.com)
- Inmate Direct (www.inmatedirect.com)

A fake name and address were used in conjunction with a real phone number and email address, and a number local to the Blue Ridge Regional Jail in Lynchburg, VA was requested.

Account Information

Name: Abraham Lincoln

Address: 1401 Pennsylvania Ave. NW, Washington, DC 20004

Phone Number: 336-337-7038

Email Address: RMouth1951@gmail.com

Facility Information


Facility Name: Blue Ridge Regional Jail

Facility Address: 510 9th Street, Lynchburg, VA 24504

Facility Phone Number: 434-847-3100

Example application from Prison Calls Online:

Home	How it Works	FAQ	Web Links	Inmate News	Contact Us	Member Login
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1-888-813-0000
Call Toll Free
BUSTING THE SHACKLES OF HIGH
INMATE CALLING PRICES!
SMASH

Application

First Name	Abraham
Last Name	Lincoln
Address	1401 Pennsylvania Ave. NW
City	Washington
State/Province	DC
Zip	20004
Phone	3363377038
Email	RMouth1951@gmail.com
Facility Name:	Blue Ridge Regional Jail
Facility City, ST:	0 9th St., Lynchburg, VA
Facility Phone:	4348473100
Lead Source	Web Search Engine
Agent:	OCS

Submit Query

Got Questions?
For Prison Information and Family Support, Community check out **PrisonTalk.com**
PRISON TALK
PRISON INFORMATION AND FAMILY SUPPORT COMMUNITY

Office DEPOT
Save up to 80% on all your office needs!
Click Here

OCSLocal.com is owned and operated by OCS Communications a fully FCC registered phone company [FRN 0015151111]
Copyright©2009 PrisonCallsOnline | Privacy Policy | Terms of Service | Designed by:Jshepmedia

These alternative ICS providers promise to not share their customers' information, which means law enforcement may not have access to vital data for investigations.

"Don't worry, we take your privacy VERY seriously and will not share this information with anyone under any circumstances."

- ***Cons Call Home website: "Setting up your account"***

These alternative ICS providers are also allowing calls to go through to individuals whose original phone numbers have been blocked from receiving calls from a facility.

"Our system allows you receive the calls on any phone, cell phones, blocked phones, work phone, cable phone, internet phones and even satellite phones, anywhere in the world."

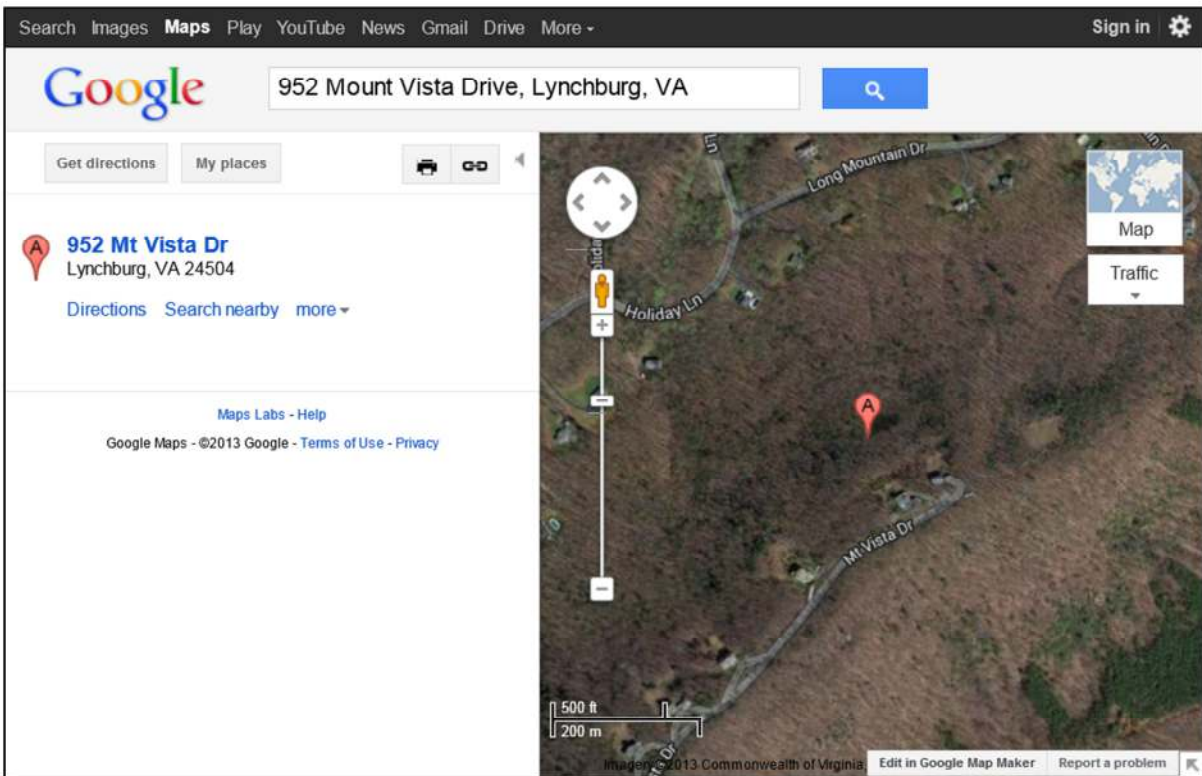
- ***Prison Calls Online website: "Starter 3 Plan"***

Two of the alternative ICS providers supplied a home address in Lynchburg, VA to provide to the ICS provider (Securus) when prompted for an address. Facility officers and investigators have access to Securus's customers' names and addresses, but in this case Securus will not have a real name, real phone number, or real address for the account. They will have a fake name (Abraham Lincoln), a local phone number which is not linked to a real person, and a false address – an ideal situation for criminals wishing to hide their identities while communicating with an inmate.

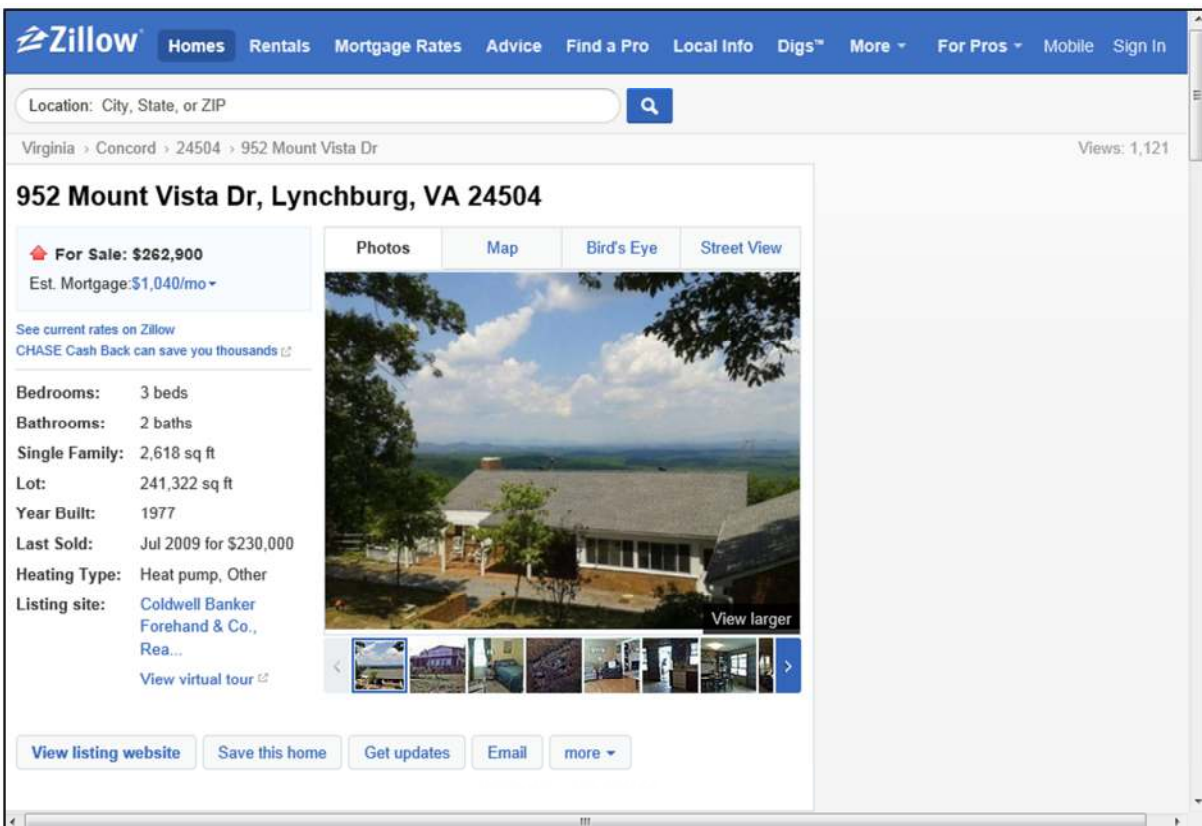
"If you are asked how you got this number, say, 'I got this phone number as my home phone from Verizon.'... If they ask you for an address with this number, give them 952 Mount Vista Drive, Lynchburg, VA... Would you like for me to transfer you to Securus to set up your prepaid account now?"

- ***Conversation with Prison Calls Online customer service representative***

Ironically both Prison Calls Online and Prison Call Solutions provided the same local phone number (434-515-2278). They also both provided the address at 952 Mount Vista Drive in Lynchburg to use as a home address for the account with Securus. When asked, Prison Call Solutions denied any relationship with Prison Calls Online.



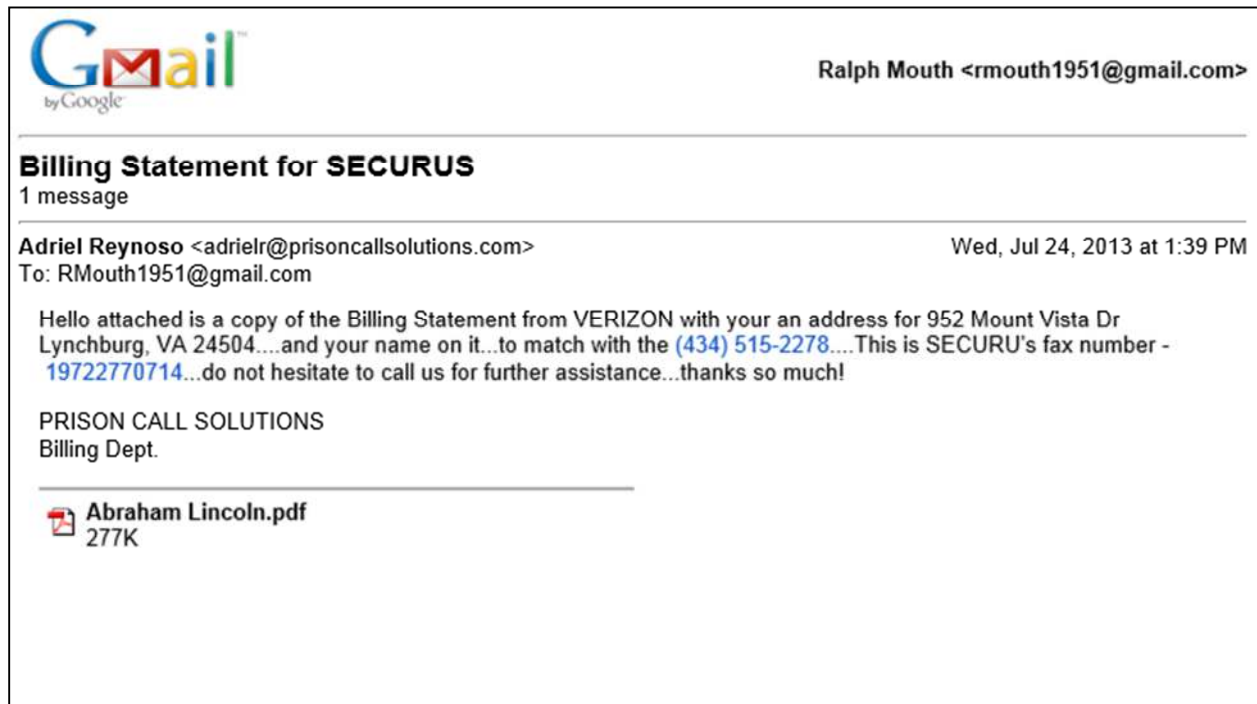
A Google search reveals that 952 Mount Vista Drive in Lynchburg, VA is a home that is currently for sale.



“If asked for a billing statement, let us know and we will send it to your email account.”

- ***Prison Call Solutions website: “Setting up your account”***

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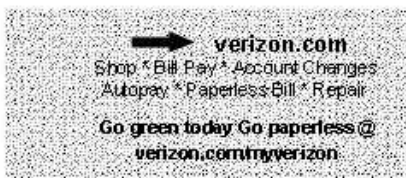
The bill statement attached to the email is for Abraham Lincoln at 952 Mount Vista Drive, Lynchburg, VA. Please see the following pages for the bill statement sent from Prison Call Solutions.



Account Number
10 5555 0674512962 04

Due Date
07/06/13

Amount Due
\$220.23



Account Information

Statement Date: 06/07/13
Abraham Lincoln
Phone: 434 515 2278

Account Summary

Previous Balance	\$220.26
Payment Received April 06	\$220.26
Balance Forward	\$0.00

New Charges

Current Activity	\$175.82
Specials and Promotions	\$10.00
Taxes, Fees and Other Charges	\$34.95
Total New Charges due by July 06, 2013	\$220.23

Amount Due by July 06, 2013 **\$220.23**

Verizon News

FiOS TV Online FREE
FiOS TV Online is an exclusive gateway to the best TV on the Internet. Sign in at verizon.com/fiosonline and watch the movies & shows you love from FiOS TV, right on your computer for FREE. If you subscribe to HBO or Cinemax you'll see their shows at FiOS TV Online too.

Package Deals/Great Savings
Call 1 800 584 1136 or click verizon.com/supreme & find out if FiOS is available in your area. Verizon provides a wealth of entertainment options all at a great value. Call or click today & learn more about all the new value bundles avail. for TV, Internet & phone.

Get More, Save More
Call 1 877 235 8107 to ensure you're getting the best Verizon services at the best value from phone, Internet and TV, to money saving bundles, international plans, and fun add ons. Together we'll find ways to save you even more.

Want Automatic Payment?

Enroll below or at Verizon.com to authorize your financial institution to deduct the amount of your monthly bill from the account associated with your enclosed check and send payment directly to Verizon. To discontinue Automatic Payment, call Verizon. Please keep a copy of this authorization.

Questions about your bill or service?

View your bills in detail at verizon.com or call 1 800 VERIZON (1 800 837 4966).
Enter your ten digit number 434 515 2278. Use 152278 if asked for the last six digits of your account number.
Use Quick Codes! Enter **4PAY** (4729) to pay bill, Enter **4BAL** (4225) for balance.
Customers with disabilities can reach us by TTY at 1 800 974 6006.

Please return remit slip with payment.

To enroll in Automatic Payment (Sign and date below)



By signing above, I hereby state that I have reviewed and accepted the terms and conditions at verizon.com/enrtpayments for automatic bill payment.

Account Number: 10 5555 0674512962 04
New Charges Due: July 06, 2013
Amount Due: \$220.23 **149511**

Make check payable to Verizon

\$

Abraham Lincoln
952 Mount Vista Dr
Lynchburg, VA 24504



VERIZON SOUTHWEST
PO BOX 167
Hamilton, IN 46060



10 5555 0674512962 04N00000000000 00000021623 04

Phone Number
434 515 2278

Account Number Date Due
10 5555 0674512962 04 07/06/13

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Current Activity

Current Charges

06/7 07/2	Triple Play	89.99
	· Verizon Freedom Essentials	30.00
	· FiOS TV Prime HD	50.00
	· FiOS Internet 15/5	29.99
	· 24 Mo. Bundle Credit thru July 22, 2013	15.00
	· Verizon Freedom Online LD Promo thru Jun 23, 2013	5.00

06/7 07/2	Inside Wire Maintenance	6.99
06/7 07/2	Priority Call	5.00
06/7 07/2	Select Call Forwarding	5.25
06/7 07/2	HBO/Cinemax	24.99
06/7 07/2	Standard STB Rental 2 @ 5.99	11.98
06/7 07/2	STB Rental	9.99
06/7 07/2	Multi Room DVR High Definition	19.99

Current Charges Subtotal **\$174.18**

Change in Service and Partial Month

06/15 07/5	HBO/Cinemax	1.10
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Change in Service and Partial Month Subtotal **\$1.10**

Current Activity Total **\$175.28**

Specials and Promotions

06/7 07/2	Valued Customer \$10/24Mo. thru July 4, 2013	10.00
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Specials and Promotions Total **\$10.00**

Taxes, Fees and Other Charges

Taxes, Governmental Surcharges and Fees

Federal Excise Tax	.51
TX State and Local Sales Tax	15.95
9 1 1 Equalization Fee	.23

Payment by Check

When you pay by check, you authorize us either to use information from your check to make a one time electronic fund transfer from your account or to process this transaction as a check. If you wish to be excluded from the electronic fund transfer process, please call 1 888 500 5358.

Disputed Charges

All charges on this bill may be disputed without loss of local telephone service while resolution is pending.

Slamming & Cramming

If you think you have been slammed, (your long distance service switched without your permission) or crammed (charged for services that you did not authorize), please contact us. If we do not resolve your problem, you may write the Public Utility Commission of Texas, c/o Office of Consumer Protection, PO Box 13326, Austin, TX 78711 3326, email at (customer@puc.state.tx.us) or call 512 936 7120 (toll free in Texas 1 888 782 8477). TTY service available on 512 936 7136.

Bankruptcy Information

If you are or were subject to a bankruptcy proceeding, this statement may include amounts for pre bankruptcy service. Any such pre bankruptcy balances are for your information only and you should not pay any pre bankruptcy amounts. Please direct all correspondence concerning bankruptcy to 404 Brock Drive, Bloomington, IL 61701.

9 1 1 Fee	.62
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Verizon Surcharges and Other Charges and Credits

Cost of Service Surcharge	.06
Texas Universal Service	1.15
Federal Universal Service Fee	1.34
Municipal Right of Way Fee	1.54
Federal subscriber line charge	6.50
Video Franchise Fee	7.05

Total Taxes, Fees and Other Charges **\$34.95**

Correspondence

Go to verizon.com/contactus or mail to
PO Box 33078, St. Petersburg, FL 33733

Closed Captioning Questions and Concerns?

If you have a concern or complaint with closed captioning on a program, please call Verizon at 1 800 VERIZON. Written correspondence can be sent by fax to 1 888 806 7026, by email to videoclosedcaption@verizon.com, or by mail to Verizon, PO Box 33052, St. Petersburg, FL 33701 Attn: Cynthia Morales, Manager.

Late Payment Charges

To avoid a late payment charge of 5.0% or \$5.00, whichever is greater, full payment must be received before July 6, 2013.

Local Franchise Authority FiOS TV

Your FCC Community ID is: TX2469

Service Providers

Verizon Southwest provides regional, local calling and related features, other voice services, and FiOS TV service, unless otherwise indicated. Verizon Long Distance provides long distance calling and other services identified by "VLD" in the applicable billed line item. Verizon Online provides Internet service and FiOS TV equipment. FiOS is a registered mark of Verizon Trademark Services LLC.

Disconnection of Basic Local Telecommunications

Service

You must pay your regulated charges of \$44.25 to avoid disconnection of your basic telecommunications service.

Phone Number
434 515 2278

Account Number
10 5555 0674512962 04

Date Due
07/06/13

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Need to Know Information

Premium Package Rate Changes

Your Premium package rate has increased this month. If you would like to review your current packages and rates or have any questions, please log on to verizon.com/myverizon, or give us a call at 1.877.